

We stand
together

this is
emerg

we all
deserve a
future

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A message from Juliet

The Year of Climate Action. That is the title the Prime Minister gave 2020 at a launch event with Sir David Attenborough at the Science Museum in February. By mid-March he was delivering daily press conferences on an entirely different crisis. In a few short weeks, our society has made such change to respond to a global threat, that it feels that we are living through dramatic times indeed.

Through all of this, Good Energy's commitment to tackling climate change has not changed. Our mission is to keep the planet our home, protecting both planet and people. So, as we see the global pandemic pose an immediate threat to lives, it is vital that we do our utmost to protect people.

That starts with our staff, our customers and our renewable generators. As the UK went into lockdown, we swiftly switched to 100% remote working. 300 people, working from home. We achieved this with relatively little disruption, as flexible working has been a theme for the business for a while.

We have then worked closely with government and the rest of the energy industry to implement new procedures to protect vulnerable customers and, working with our renewable generators, ensuring that we can continue to deliver 100% renewable electricity. We are encouraging our customers to go digital and help us by taking regular meter readings where they can. This means we can make sure our charges are right, and that we buy the right amounts of power.

In the meantime, our aim to lessen our environmental impact does not stop. And even when we're staying inside, we're still sourcing electricity made by the great outdoors – the wind, the sun and the rain. Over the last couple of weekends, we saw renewable energy really demonstrate its value, by recording record levels of supply. So this year may not turn out to be the year of climate action, but while we stand together against the current crisis, we might find some inspiration that can help us fight the climate one as well.



A handwritten signature in black ink, reading "Juliet Davenport".

Juliet Davenport
Founder and Chief
Executive Officer (CEO)



Marching with Greta Thunberg

It takes something fairly unprecedented for a business to tell its workforce to go on strike. But that is what happened at Good Energy when Greta Thunberg, the global climate activist, came to Bristol in February.

Having always championed the need to switch to renewable energy amongst politicians and policy-makers, when we heard that Greta was planning to come to the South West's green capital, we wanted to show solidarity with her and the youth movement that is calling for urgent climate action.

As Fran Woodward, our People and Customer Operations Director, put it: "We wouldn't normally do this, but I felt we needed to. It's why this company exists, so the decision was a no-brainer really."

One of the team, Johanna Pettipher, had only recently joined us as an accounts specialist. She explained that "In my last job I had to take a day off work to go on the last climate strike. My passions are now aligned with my company's and I hope that as a collective we can encourage more people to show their support for making a difference."

Around 30,000 people are estimated to have joined the strike, with our people bolstering the numbers, visible with yellow banners and placards.

Greta made a powerful speech, making it clear that "We will not be silenced, because we are the change. And change is coming whether you like it or not."



Our gas is now even greener

As of 1st April 2020, all our gas tariffs come with 10% biogas – up from 6% previously. This is generated here in the UK by breaking down organic matter like farm waste in an anaerobic digester.

We also neutralise the emissions from the gas our customers use by investing in the following Gold Standard accredited carbon offset schemes:

India home biogas

Over a thousand women and children in India die each day from air pollution associated with cooking with solid fuel. The installation of biogas digesters means farming families can cook with clean gas generated from cattle dung – a readily available fuel source.

Sichuan home biogas

One of China's poorest provinces, Sichuan is still struggling to recover from the devastating 2008 earthquake. Xuyong Biogas is helping families save money and communities rebuild by installing biogas digesters, which also lead to new maintenance jobs.

Turkey grid-scale biogas

This project works with one of Turkey's largest dairies, using waste to create biogas. The biogas is then used to generate almost 15GWh of electricity annually – which would be enough to power 4,500+ typical UK homes.

The easier, greener way to manage your account

Did you know that sending an email uses about 1.7% of the energy it takes to deliver a letter? This means that going digital is one of the greenest ways to manage your energy account.

Through our app or online portal, you can view bills, submit meter readings, make payments and more.

Turn off paper bills today

To use our digital services, you just need your email address and the account number shown on your bill. Visit goodenergy.co.uk/app or myaccount.goodenergy.co.uk to get started.

If you need any help, email customer.services@goodenergy.co.uk or call the team on **0800 254 0000**.

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